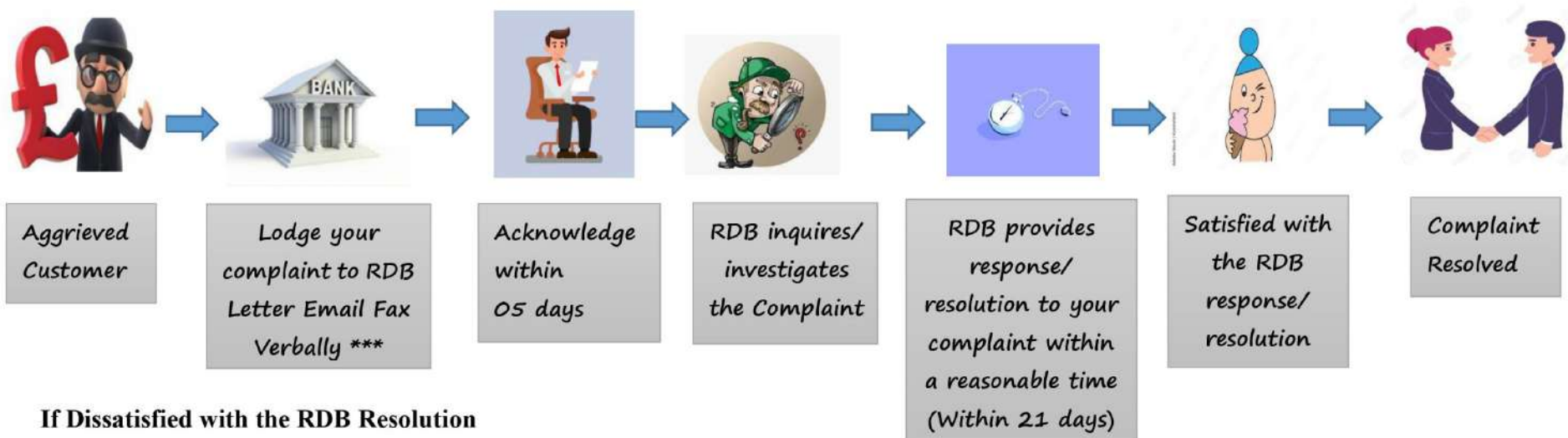


**Complaint Resolution Process for Financial Consumers under  
CBSL Financial Consumer Protection Framework  
Lodge your complaint with the Pradeshiya Sanwardhana Bank (RDB)  
(Easiest way to reach an early settlement)**



**If Dissatisfied with the RDB Resolution**

*Redress Alternative Available Mechanisms to the customer*

- 01. Refer to Financial Ombudsman for an out of court settlement
- 02. Refer to Credit Council
- 03. Refer to Debt Conciliation Board
- 04. Refer to law enforcement authorities
- 05. Refer the complaint to FCRD for CBSL intervention to reach an amicable settlement with RDB

\*\*\* You may Contact the Public Relation Officer at the H/O - 0112 035495 or Branch Manager ( All branch contact numbers are available in the [www.rdb.lk](http://www.rdb.lk)) or forward the email via [info@rdb.lk](mailto:info@rdb.lk)